

# CITY OF TUALATIN

## Classification Description

**Job Title:** Street, Sewer & Storm Division Manager  
**Department:** Operations  
**Reports To:** Operations Director  
**FLSA Status:** Non Exempt

**SUMMARY:** Coordinates, assigns, supervises, directs and inspects the operation and maintenance of the City's sewer, storm and street facilities; including management of the City's pavement management program.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following.  
Other duties may be assigned.

Directs the safe operation, maintenance and repair of the City's sewage collection, street system and storm drainage systems. Supervises inspection, testing and maintenance of sewage lift stations and properties, equipment, sewer, streets and storm drains. Coordinates work projects with other jurisdictions and utility companies.

Supervises and participate in the construction, maintenance and repair of a variety of public works projects which may include unloading and spreading street surface materials; cleaning sewers, clearing drainage ditches; laying pipe; and installing storm drains and catch basins.

Recruits, hires and trains full and part-time personnel to perform work related to operations and maintenance of the division.

Manages the City's pavement maintenance and sidewalk repair programs which includes evaluation of roadways and contract proposals, maintenance strategies, budgets, inspection and implementation.

Monitors and inspects contracted work on projects related to street, storm and sewer division operations or projects.

Maintains records of materials and equipment used; maintains time sheets and other work and personnel reports as required. Develops work plans, goals and maintenance schedules.

Receives and analyzes various bids for the purchase of maintenance vehicles, equipment and materials.

Receives and handles inquiries, requests and complaints from citizens and contractors relating to the Division's operations and maintenance functions.

Develops division's budget and five-year plan for review by Operations Director. Assists in developing division long-range plans.

Drives to city facilities, vendors, training programs, and meetings as necessary.

**SUPERVISION:** Supervises and directs employees engaged in street, storm and sewer maintenance activities. Monitors and inspects contracted work. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include

interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Change Management** - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

**Cost Consciousness** - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

**Crisis Management** – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

**Customer Service** - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

**Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Dependability** - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

**Managing People** - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Project Management** – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Knowledge, Skill and Abilities:** Thorough knowledge of the materials, methods, and techniques used in the safe construction, maintenance and operations of street, sewer, and storm facilities and other related projects. Considerable knowledge of safety requirements and precautions to ensure safe working conditions.

Ability to plan, review and supervise employees performing various functions relating to the street, storm and sewer of public works. Ability to maintain accurate inventory, personnel and work records. Ability to operate a personal computer and word processing and spreadsheet software. Ability to establish and maintain effective working relationships with contractors, manufacturer's representatives, public officials, City employees and the general public.

**Certificates, Licenses, Registrations:** Possession of a valid Oregon commercial driver's license. Possession of, or the ability to secure possession within six months of, the appropriate Wastewater Collection Level III Certification based on state classification of the City's system.

**EDUCATION and/or EXPERIENCE:** Five years of responsible public works maintenance and construction experience with at least two years in a supervisory capacity, including experience in the maintenance of streets, storm and sewer systems. Education equivalent of high school graduation, with two years of additional education or training in public works techniques and principles. Any satisfactory equivalent combination of experience and training which insures the ability to perform the work may substitute for the above.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; and climb or balance; and talk or hear. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and taste or smell. The employee is occasionally required to sit, climb or balance; and stoop, kneel, crouch, and/or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to wet and/or humid conditions; moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals and extreme cold. The employee is occasionally exposed to high, precarious places; extreme heat; risk of electrical shock and vibration. The noise level in the work environment is usually moderate to loud.